Main Line Health

Subject: **Citrix Remote Access (StoreFront) using Multi-Factor Authentication**

ATTENTION: Main Line Health has not verified within their Citrix environment whether image quality meets the standards required for diagnostic interpretation and clinical decision-making. Citrix is configured to utilize a lossy compression method for transferring images to the end users display. Consequently, images may differ from those displayed on a Change Healthcare supported hardware configuration. Due to the potential safety risks, PACS - MR Lite and Cardiology PACS within Citrix should not be used for diagnostic interpretation and clinical decision-making.

Citrix Workspace 1912 LTSR CU3 for Windows has been extensively tested with Epic and is currently the recommended version to use on the Windows platform. Below is a list of OS platforms and the versions of Citrix Workspace that have been tested by Main Line Health.

Windows – Citrix Workspace 1912 LTSR CU3
MacOS – Citrix Workspace - Latest
Mobile Devices (Apple iOS / Android) – Citrix Workspace - Latest

Please verify that you have Citrix Workspace (WinOS/MacOS/Mobile) installed prior to going to the Main Line Health Citrix StoreFront Portal. Failure to do so will prevent you from launching any applications.

**Using Citrix Workspace on Windows or Apple Mac (PC's or Laptops)**

1. Open your favorite browser and go to the following URL.

   https://access.mlhs.org

2. You should now be viewing the Citrix Netscaler Gateway login page (screen shot below). Enter your Main Line Health Active Directory Username in the Username field and your Active Directory Password in the Password field. Once entered click the "Click here to log on" button to continue.
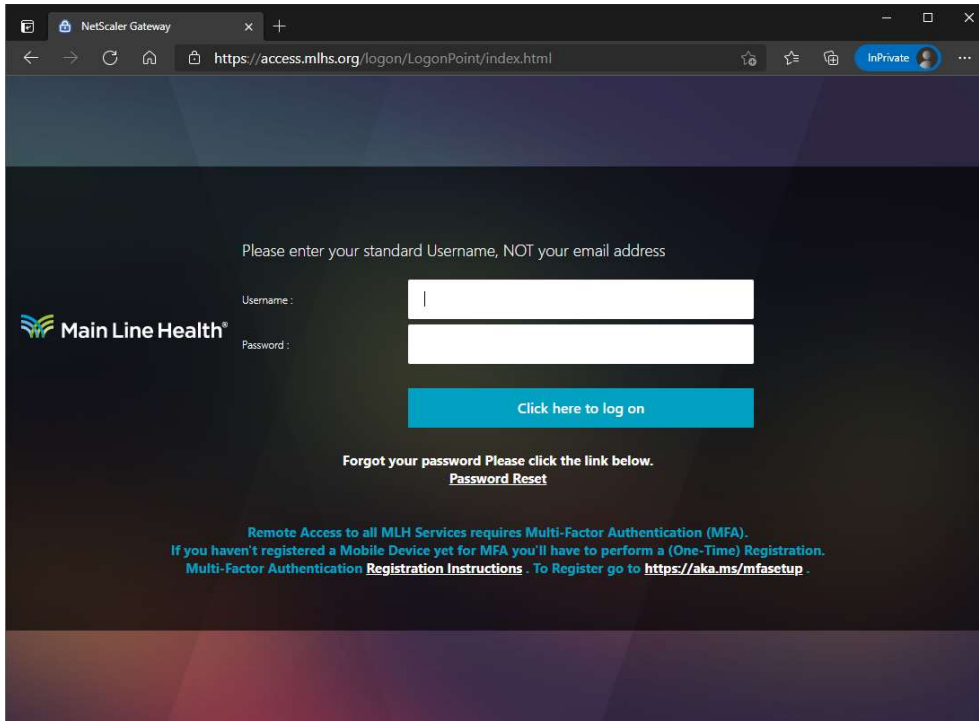
3. Main Line Health uses Microsoft Multi-Factor Authentication so you should get a text message on your registered phone providing you with a verification code. Enter this verification code in the window provided (screen shot below) to complete the authentication process.
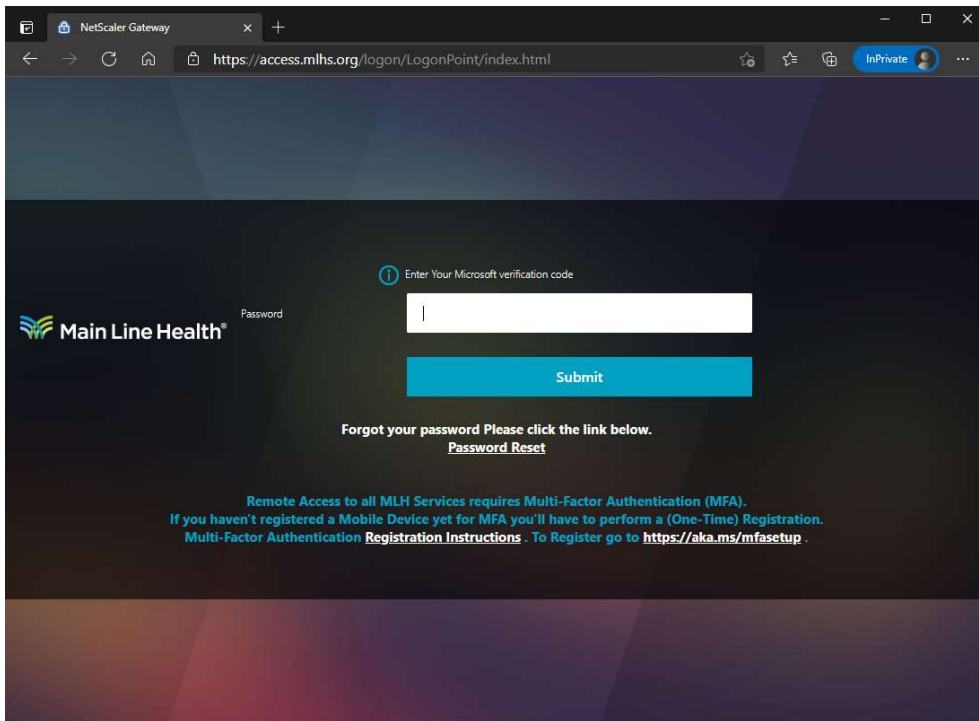
4. You should now be viewing the Citrix Storefront portal (screen shot below).
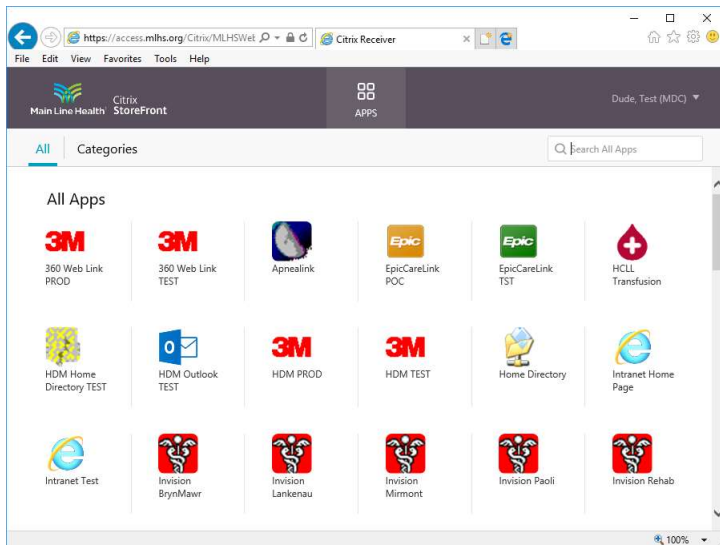
5. To launch any application simply click once on the icon associated with it. If you click more than once it will launch a second instance of the application.

6. Use the application as you would normally use any application. You can open more than one Citrix application at a time too.

7. When you're finished working with an application please remember to logout of it and close it if needed. Logging out and closing an application varies widely depending on the application itself. Some you can select "File" then "Close" from the toolbar menu. Some you can simply click the red "X" in the upper right hand corner of the application window. Ask your application administrator what the best recommended method is to logout and close the application.

8. When you're finished with all your Citrix based applications for the day please make sure your logged out of the Citrix Storefront portal too. To do this simply click on your name in the upper right-hand part of the window and click "Log Off" from the drop-down menu as shown below. Then close the browser.
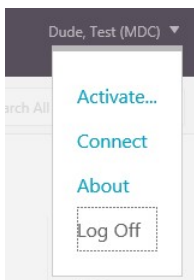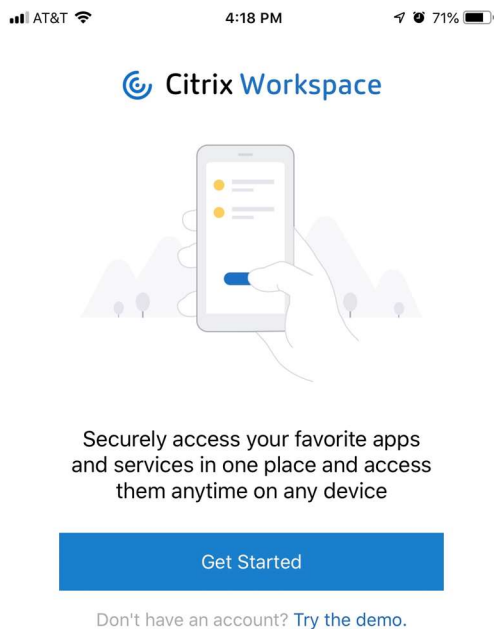

9. Congratulations! That's all there is to it.

Installing, Configuring, and Using Citrix Workspace on Mobile Devices: Apple iPad, Android Tablet
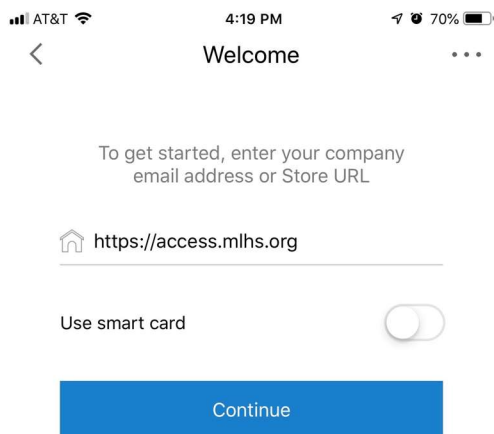
1. Go to the App Store and search for "Citrix Workspace". Download and Install the Citrix Workspace app.

2. Once installed launch Citrix Receiver. You'll have to go through a quick setup the first time you use it.

3. At the Welcome screen enter the Main Line Health Store URL = https://access.mlhs.org. Then click Continue. <mark>Do not enter your email address.</mark>

4. Next you will be prompted to enter your Active Directory User name and Password. Click the Sign in button once you have entered your credentials.

5. Main Line Health uses Microsoft Multi-Factor Authentication so you should get a text message on your registered phone providing you with a verification code. Enter the verification code from the text message in the space provided (screen shot below) and then click Sign in.

6. A list of your Citrix Applications should now appear. To launch a specific application scroll down until you see the one you want. Then click on the one you want to launch the application.

7. When you're done using the application please make sure you properly logout of it to allow the Citrix session to terminate properly. Also don't forget to logout of Citrix WorkSpace after you have completely finished too.

8. Congratulations! That's all there is to it.

Last Revised: April 1, 2021